



FROM: Karen Musalo & Robin Goldfaden
TO: Spring 2012 RHRC Students
DATE: January 2012
RE: POLICIES & PROCEDURES FOR THE REFUGEE & HUMAN RIGHTS CLINIC

WELCOME!

This memorandum outlines policies and procedures for the Refugee and Human Rights Clinic (RHRC). We will review these policies and procedures with you in greater detail during the orientation session. Please let us know if you have any questions or comments.

Your compliance with these policies and procedures is greatly appreciated.

ACCESS TO THE CLINIC

You will have access to the RHRC office (Room 405 at 100 McAllister) as well as the Center for Gender & Refugee Studies (CGRS) (Rooms 411 and 406). These rooms will be open during CGRS work hours. At other times, please sign in for a key downstairs with the security guard. He or she will keep your ID while you have the key. If another student is already in the room, you can proceed upstairs, as the door should already be open. When you are ready to leave, please make sure to turn off the lights, lock the door, return the RHRC office key to the guard, and retrieve your ID card. If another student wishes to stay later, you may switch ID cards downstairs.

The RHRC office is for RHRC students only. It holds our confidential client files and work product as well as our computers and resource materials. Through the computers in the RHRC office, you can access the Clinic "Shared Drive," where you will find project and personal folders. Log-in information will be provided at orientation. Please do not share access to the Clinic space, server, or files with persons who are not affiliated with the Clinic.

CONFIDENTIALITY

As a participant in the RHRC, you will have access to confidential information that is protected by the attorney-client privilege.¹ Please understand that this material may not be shared with anyone who is not a member of the Clinic or CGRS staff. You are not authorized to discuss clients or the details of their cases with anyone outside of the office and Clinic.

We ask that you treat confidential material with the utmost care and return and/or shred any printouts or copies of documents that contain client-related information after you are done using the material. (The box for shredding is in Room 411.) We will have more discussions about confidentiality, the attorney-client privilege, and work product protection over the course of the semester.

¹ In many instances, the "work product" rule will apply in addition or in the alternative, but as with the attorney-client privilege, protection can be lost if the privilege is waived or if sufficient care is not taken to maintain confidentiality.

CLINIC HOURS AND TIME SHEETS

You are expected to devote an average of at least sixteen (16) hours per week to your fieldwork (in addition to hours spent in and preparing for class). **In order to fulfill your fieldwork requirements, you must log at least 208 hours (16 hours per week x 13 weeks) of fieldwork over the course of the semester.** You can count time spent in your weekly supervision meetings as part of your clinical fieldwork hours. Depending on the work for which you are responsible in a given week, you may put in more or less than 16 hours. What is important is that you use good judgment and put in more than 16 hours if doing so is appropriate for the circumstances of that week (for instance when you are meeting a hard deadline), and we will understand if you put in less time during a week when your assigned work is lighter. We expect that you will complete the 208 hours of fieldwork by the end of the semester, which may include the examination period. Please note that the deadlines for your last three writing assignments fall during the examination period. Depending on the circumstances, additional work during the examination period may be needed.

Please log your time contemporaneously – It is a bad, and potentially unethical, habit to record hours based on recollection. Try your best to keep a contemporaneous log of all your fieldwork hours – i.e., the time spent and tasks performed. (Writing down your hours in a notebook or calendar and transferring them to your timesheet afterwards is an acceptable approach.) You likely will be required to track your time as you move forward in your legal career; complying with this Clinic requirement will help you develop good habits for the future.

Each week, you are required to complete a timesheet online and print this timesheet out to hand in to your fieldwork supervisor in class. Using Google Docs, you can access your timesheets and save them there for all of our records.

Accessing Google Docs:

Using the email address you provided, we have sent you an invitation to create a google account in order to view your timesheet workbook. By creating a google account and clicking on the link in the email, you should be able to access your timesheets.

How the Timesheet Works:

Your timesheets can be found in a single Workbook document, as separate worksheets (one for each week, labeled Week1, Week2, Week3, and so on). Each week, fill out your hours and the work done for that week in the appropriate worksheet. Enter your fieldwork hours in decimal format, down to the nearest quarter hour. For example, “three hours and fifteen minutes” would be logged as “3.25.”

In the last column, briefly indicate what you worked on during the hours logged (e.g., “researched BIA cases on forced marriage,” “drafted background section of client’s declaration,” “researched laws in Guatemala in preparation for fact-finding project,” or “reviewed draft and planned for call with expert”).

Please also fill in your name at the top of the worksheet. Make sure all changes are saved to the document.

The worksheets are formatted to automatically total your hours both for the week in question and for the entire semester to date.

Please do not shift cells or in any way change the format of the workbook; doing so will interfere with the spreadsheet's ability to automatically calculate your hours!

Printing timesheets for submission:

- To print your timesheet each week, use the small “Print” icon on the top right of the spreadsheet (next to the tab that says “Discuss”). A “Print Settings” window will appear.
 - To print only the single worksheet for an individual week, choose to print “Current Sheets.”
 - Also choose the “Landscape” setting.
- Google Docs will then download your file into a PDF format. Open the document, and print it as you would any other PDF document (under “File” then “Print ...”).
- Bring the printed timesheet with you to class each week for your supervisor. (Print only that past week's worksheet.)

SCHEDULES & CALENDARS

During the first week of classes, you will be asked to fill out a “Schedule Form” with your classes and other fixed commitments. We will use this as a base document for preliminary scheduling.

We will also be using Google Calendar to share schedules in order to facilitate ongoing coordination of meetings, indicate in-office hours, account for changes to regular schedules, remind ourselves of deadlines, etc. Again, you will need a Google account, but you do not need a “gmail” email address to create one.

Using the Google Calendar feature (discussed at the Clinic Orientation), please:

- Input your regularly scheduled classes and other commitments (using the “recurrent event” option through the end of the semester is advised).
- Please also indicate any foreseeable travel. (You are still, of course, responsible for notifying your supervisor and partner(s) *in person or via email* as soon as possible – *passive calendaring is no substitute for giving actual notice of your plans. Also, any absences that will result in your missing a seminar class or scheduled supervision session **must be excused in advance** by your clinical supervisor.*)
- Once weekly supervision meetings are scheduled with your partner(s) and supervisor, please make sure these sessions are reflected in the relevant calendars.
- Once it is created, please share your calendar with “rhrc.uchastings@gmail.com” and any project partners by hitting the “down” arrow next to your RHRC calendar under the “My calendars” tab in the left margin. Enter the rhrc.uchastings@gmail.com address, as well as the google account address(es) of your RHRC partner(s), where relevant. You will each be able to hide or view your partners' individual RHRC calendars as desired.
- Please update your class schedules after any Add/Drop changes, if necessary.
- Please remember to update your calendar *promptly* any time there is a change that might affect your supervision meetings or project work.

At the beginning of the semester, you will set a regular schedule for your fieldwork hours. *We strongly encourage you to plan to have at least eight (8) in-office hours each week, with at least (4) of these hours overlapping with the in-office work hours of your partner(s) if you are working as part of a team.* (When you and your partner(s) decide on these blocks of time, please indicate them on each of your Google calendars.)

We understand that there may be occasions when you are unable to be in the Clinic office at your scheduled times. If that happens, please notify your supervisor about the change in your schedule and update your Google calendar as soon as possible. Also notify your partner(s) if you are part of a team.

The balance of hours spent on case-related activities need not be explicitly scheduled and may be performed outside the Clinic office, but they must, of course, be recorded on your timesheets each week.

Calendaring for the seminar and other items relevant to the entire class is provided in the Syllabus. Updates will be announced in class, by email, or via the RHRC's TWEN site.

FILING PROCEDURES AND SAVING DOCUMENTS

We have created folders for your use on the Clinic network. If you go to the L: "Shared Drive" in My Computer, you will find "personal folders" for each student as well as a "project folders." Your personal folder will of course have your name on it.

Your "**personal folder**" should contain all of *your work*, including, for example:

- Outlines / notes / drafts of all your own project-related documents;
- Memos written for your supervision meetings;
- Any other project-related work product you have produced (with final versions saved here AND in "project folder(s)" by the end of the semester);
- Relevant research / resources, as you desire – but these materials should be saved in the project folder, regardless of whether you keep copies in your personal folder.

The "**project folder**" should contain *anything and everything important to the project*:

- Most up-to-date versions of drafts, memos, and other work product relevant to your project;
- All project-related research and resources (consider using pdf factory to save images of critical websites, etc.);
- Contacts list & Case Activity log, where relevant (particularly for Direct Representation projects and projects involving expert witnesses);
- Any other documents necessary or important for work on the project; please also add anything that may be useful to your supervisor, who may periodically review this folder to check on the status of the project;

At the end of the semester: You should have a separate subfolder in both your personal and your case/project files in which you save finalized versions ONLY of all work product (or the most current, clearly labeled draft for any work product that is not yet finalized) + your Transition Memo.

There may of course be some redundancy between personal & project folder contents as you work through the semester. But for the project folder in particular, keep in mind that your supervisors should be able to access anything and everything needed in order pick up any given project in case of an emergency. The contents of your personal folder should also be helpful in this regard and will additionally aid us in evaluating your individual work efforts on your project(s).

It is **very important** to organize your folders well by using sub-folders and clear document titles. The required naming protocol for documents created or collected for litigation, including direct representation work, is DOCUMENT IDENTIFIER_ DATE_ YOUR INITIALS during the time when drafting is in progress (e.g., Diaz_Decl_09_27_2010_KTS; Letter_Brief_ 10_11_2010_aa). When the document is final, the file's title should so indicate (e.g., Kendall_Psych_Rpt_ 11_22_2011_FINAL); KJS_Decl_04_02_2012_Final. For all projects, documentation of human rights conditions and similar

documents should include the document title, author, and publication date in the file name (e.g., Femicide_in_Guatemala_GHRC_03_2011; 2010_Human_Rights_Report_Angola_DOS_04_08_2011); initials may be used for recognized institutional authors such as Amnesty International (AI), the Department of State (DOS), and United Nations programs and entities (e.g., UNHCR). All documents, whether collected from outside sources or generated in-house, should be saved in the project folder, within an appropriately labeled subfolder (e.g., ExpertDeclarations; CountryConditionsResearch). Additional information regarding subfolder organization will be discussed in the Orientation and team supervision meetings. Please use the Clinic's titling protocol for every fieldwork document, draft, memo, etc. emailed to your supervisors as well. And please be sure to save the most up-to-date version of each document in the project folder – this will help to avoid a situation in which your partner spends time updating or otherwise revising the wrong draft.

If you have worked on a particular document with a partner, please save the final version in both of your personal folders.

Please move old drafts to appropriately labeled “drafts” subfolders by the end of the semester, and leave only well-ordered, clearly-named **final** versions of work product documents, unless a document has not yet been finalized, in which case the most up-to-date draft should remain in the project folder. (You may leave drafts in your personal folders at the end of the semester; this material may be considered during the final evaluation.) Again, please note that all final versions of project work product should be saved both in your personal folder AND in the relevant project folder at the end of the semester.

Hardcopy files – You are required to produce and file hard copies of all final versions of your work and to ensure that paper files include all documents relevant to the case/project, including any correspondence or documents sent by an outside source to the client or the Clinic for the case/project. Project file locations will be discussed during Orientation. As with your electronic files, at the end of the semester, please make sure that you clean out your paper files and leave only final versions of all your research and the documents that you have created or compiled (these will be included in the case file that you are asked to create at the end of the semester). Please also organize your research with clear labels, subfolders, etc. Make it a useable file. If you keep this in mind from the beginning, you will save yourself and others headaches down the road!

As the semester progresses and as part of your end-of-semester evaluation, you will be asked to go over your paper and electronic files with your supervisor.

SUPPLIES

Supplies are kept in Room 411 – you will be shown specifically where during Orientation.

Should you need additional items for your Clinic project, please email your request in advance to Vicky Siu, the Clinic Administrator, indicating what supplies you need, why, and the date by which you need to receive them. Please cc: your supervisor. Once your supervisor authorizes the purchase by email, the Clinic Administrator will place the order and update you as to its delivery status.²

PHONE / MAIL / MESSAGES

Students will have access to three (3) direct Clinic telephone lines, use of which will be explained in more detail during the Orientation. Please regularly check for voice-mail messages, and be certain to alert your

² If you notice that key supplies are dwindling, please inform the Clinic Administrator, even if you do not personally have a need for the specific items that are running low.

classmates promptly if you become aware that messages await them. Also, if you need to use a Clinic Office telephone's speaker function, please check in advance that interference with other Clinic members' use of the office space will not result. If you need to place international calls, please ask Robin or Vicky for assistance; it will most likely be recommended that you use skype rather than the regular phone line.

Each Clinic student will have a mailbox in Room 405. Please check it regularly.

FOOD AND DRINKS / KEEPING COMMON SPACES CLEAN

Please all do your fair share of cleaning and maintaining the tidiness of common spaces. You may keep small quantities of food or beverages in the CGRS refrigerator, but please do not leave forgotten snacks behind! All perishable items should be marked with your name. Note the date on your item if you leave food overnight. We will use our discretion to throw out lingering food items. Dishes, cups, and utensils should be washed, and food waste disposed/composted, in the staff room next to the women's bathroom. Direct representation teams should not forget to clean up any cups used during client meetings. Items for recycling should be rinsed, as appropriate, and placed in the carton underneath the refrigerator.

MUSIC AND NOISE

Please be considerate of others: use headphones while listening to music, and please keep noise to a moderate level.

PHOTOCOPIES / SCANNER

You can scan and make photocopies of Clinic-related work using the RHRC account and the copy machine in the staff room next to the women's bathroom. Please ask Robin or Vicky for the copy code when you need it.

You can also scan documents relevant to your clinic work at the scanning station in Room 411. Documents scanned here can be saved to the Shared Drive; from there, you can place them directly into your project or personal folder, as appropriate. Please ask the Robin or Vicky for help if you need it.

PAPER AND CONSERVATION

Please conserve paper. We recommend previewing printing jobs to eliminate any extra pages that are not needed and using the double-sided printing function when a single-sided printout is not necessary. We also ask that you print on scrap paper whenever possible – there is a box of re-useable paper by the printer in Room 411. Please add any reusable paper you have to this pile, clean side facing up and staples removed. When available, please use this as the default paper that you load into the printer in the Clinic Office. Please only switch to clean paper when you are printing something for outside submission or review. Also, please avoid using the printer in the staff room and instead use the printer in the Clinic Office unless you absolutely must use the machine in the staff room; you likely will only have need for that printer in the rare cases when a color printout is needed.